

STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Division of Developmental Disabilities (DDD)

REQUEST FOR QUALIFICATIONS (RFQ)
RFQ 0334-136

Community Residential Service Evaluators

October 30, 2003

Written Bidders' Questions Due: November 12, 2003 5:00 PM

Proposals Due: December 2, 2003 5:00 PM

Contract Start Date (estimated): January 6, 2004

RFQ Coordinator:

Sheila R. Anderson, Contracts Consultant
DSHS Central Contract Services
Telephone: (360) 664-6032
Fax: (360) 664-6184

RFQ Schedule

<u>Event</u>	<u>Date</u>
Issue RFQ	October 30, 2003
Questions from Bidders Due	November 12, 2003
Letters of Intent Due to CCS	November 12, 2003
Questions Answered and Distributed to Potential Bidders (estimated)	November 17, 2003
Proposals Due (5:00 P.M. PST)	December 2, 2003
Evaluate Proposals	December 4 th – 5 th , 2003
Notify Apparently Successful Bidder(s), (estimated)	December 12, 2003
Requests for Debriefing Conferences Due (estimated)	December 16, 2003
Protests Due (estimated)	December 19, 2003
Contract Start Date (estimated)	January 6, 2004

DSHS reserves the right to revise this schedule and will notify you of any changes in the schedule.

Mailing and Delivery Addresses

Mailing Address (U.S. Post Office Only)

Department of Social and Health Services
Central Contract Services, Attention: Sheila R. Anderson, RFQ Coordinator
PO Box 45811
Olympia, Washington 98504-45811

Hand Delivery Address (Not for U.S. Postal Delivery)

Department of Social and Health Services
Central Contract Services, Attention: Sheila R. Anderson, RFQ Coordinator
Blake Office Park East
4500 10th Avenue SE, 2nd Floor
Lacey, Washington 98503

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STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
REQUEST FOR QUALIFICATIONS (RFQ)
RFQ NO. 0334-136
COMMUNITY RESIDENTIAL SERVICE EVALUATORS

October 30, 2003

1. What is the Scope of This RFQ?

The Department of Social and Health Services (DSHS) of Washington State, through the Division of Developmental Disabilities (DDD) seeks proposals in response to this Request for Qualifications (RFQ) from persons and organizations qualified to evaluate the operation and performance of providers of community residential services, for people with developmental disabilities, with respect to standards and requirements imposed by statutes, administrative rules, DSHS policies and procedures, contracts and established residential service guidelines.

You must submit a written proposal to respond to this RFQ. You must comply with all requirements of this RFQ, or DSHS may reject your proposal as nonresponsive.

See Section 13, "Definitions," for the meaning of various terms used in this RFQ.

2. Who is Eligible for this RFQ?

You must meet the following requirements to be eligible to submit a proposal to this RFQ. If your proposal does not meet all eligibility requirements for this RFQ, DSHS may consider your proposal nonresponsive and withdraw it from consideration at any time.

2.1 Minimum Qualifications

Any individual, agency or organization that does not currently hold a contract with the DSHS for the provision of employment, residential or other direct support services for persons with developmental disabilities may respond to this RFQ.

2.2 Eligible Bidders

While anyone who meets the qualifications for this RFQ is eligible to apply, DDD has in the past contracted with Individuals for these services, because of the importance of having a direct, one-to one, working relationship between DDD and the contracted evaluator of community residential services. DDD desires to continue this practice of contracting directly with individual contractors who personally conduct the evaluations themselves.

2.3 Required Business License and Certificate of Authority to Do Business

You must be licensed, or authorized, to do business in this state in order to contract with DSHS.

If your firm is an out-of-state Corporation, you must obtain a Certificate of Authority to do business in Washington State.

Both the Business License and the Certificate of Authority can be obtained by contacting:

Washington Secretary of State
Corporations Division
PO Box 40234
505 E. Union
Olympia, WA 98504-0234
Phone 360-753-7115

Web Site: www.secstate.wa.gov/corps

2.4 Restrictions for Current or Former State Employees

RCW 42.52 and DSHS policy restrict DSHS's ability to contract with current or former state employees or with their employers.

If you are a current or former state employee, or if any of your employees, members, partners, officers, or directors is a current or former state employee, you should review RCW 42.52, Ethics in Public Service, or seek legal advice to determine whether you can contract with DSHS.

If DSHS cannot contract with you under RCW 42.52, then you are not eligible to submit a proposal in response to this RFQ.

3. What is the Project?

3.1 Background

The DSHS DDD, seeks to contract with qualified individuals to evaluate contracted providers of community residential services for persons with developmental disabilities.

Specifically, the contractors selected will evaluate the administrative stability of providers and the quality of the services they deliver to persons residing in DDD funded residential support service programs, as described in Washington Administrative Code (WAC) 388-820.

DSHS utilizes contracted evaluators to ensure that providers of community residential support service programs are in compliance with: applicable statutes, administrative rules, contract requirements, departmental and divisional policy directives, as well as with high standards of instruction and support to program participants living in communities throughout the State of Washington. See Residential Services Guidelines attached as Exhibit A for additional information. Contractors will be required to travel statewide.

Residential support services may be facility based, such as group homes where a small number of people live together with 24-hour a day staffing coverage. Residential support services may also be non-facility based, where people live alone or with one or two others in a house or apartment with staff provided on a participant-by-participant basis.

Each program is evaluated at least once every two years, and more frequently as may be requested, prior to receiving certification from DDD. Certification is required for every program that desires to provide, or to continue to provide, residential support services for persons with developmental disabilities.

Evaluations are conducted on site and include (a) program observation; (b) review of administrative, financial and program participant records; and (c) interviews of program participants and family members, administrative and program staff, board members, and others involved with program participants.

The evaluations are conducted by individuals or teams and may take from four to ten days to complete. Evaluators utilize a standard evaluation instrument designed to assist the evaluator on maintaining consistency and impartiality.

Persons interested in conducting evaluations on both a full-time and part-time basis are encouraged to apply. Full-time evaluating would be

conducted each week, while part-time evaluating could be done on an average of twice a month.

3.2 Overview of Services to Be Provided

The contractors selected will provide the following services:

- Conduct on-site evaluations as scheduled by the DDD Program Manager;
- Provide oral exit conferences to DDD and the residential agencies evaluated; and
- Deliver final written reports (on forms provided by DDD) to the DDD Program Manager.

3.3 Significant Contract Requirements

The following are some of the more significant contract requirements, which are listed here for emphasis:

- DSHS determines the evaluation schedule, the composition of the team and the number of team members.
- Residential supported living agencies that serve 21 or more individuals will have a minimum of 2 contractors assigned to conduct the evaluation.
- The maximum dollar amount allocated to each contractor is a \$1,083 fee per evaluation plus travel, per diem and allowable expenses as defined in the DSHS Travel Manual.
- An hourly rate of \$27.00 is paid for participation in mandatory training sessions, for a partial evaluation, for providing technical assistance to the department, for attending conferences when requested by DDD and for additional services requested by DDD.
- Travel time is not paid except as provided by DSHS travel and per diem policies. Airline tickets and rental car usage must have prior written authorization by DDD.
- Contractors shall submit billings for evaluations and travel expenses in the manner prescribed by, and on forms provided by DDD. DDD will pay the contractor upon receipt and approval of evaluation reports.

3.4 Number of Contract(s)

DSHS intends to award one (1) to two (2) full-time or part-time contracts to provide the services described in this RFQ.

In the past, there have been two full-time contracts and four part-time contracts for conducting approximately 160 evaluations during the biennium.

The actual number of contracts that will be awarded, whether full-time or part-time, shall be solely the decision of DSHS.

3.5 Term of Contract

Any contract that is awarded will begin on or about January 6, 2004 and end June 30, 2005. DSHS and the contractor may agree to extend the contract for up to an additional three (3) years, three (3) months, through September 30, 2008.

3.6 Funding

On an average, DSHS budgets approximately \$200,000 per fiscal year for these services. The payment per contractor is set at \$1,083 to conduct each assigned program evaluation.

Any contract award is contingent upon the availability of funding.

3.7 Required Contractor Training

Successful bidders who are selected as contractors must attend a two-day training session for conducting community residential service evaluations. DDD will determine the dates and location of this training at a later date.

4. How Do I Respond to this RFQ?

4.1 Schedule for Responding to this RFQ

The schedule for this RFQ is located at the beginning of this document on page ii.

4.2 Communication with DSHS

The RFQ Coordinator is the only point of contact within DSHS for this procurement. Once you receive this RFQ, you must direct all communications to the RFQ Coordinator, as follows:

Sheila R. Anderson, Contracts Consultant
RFQ No. 0334-136
Department of Social and Health Services
Central Contract Services
PO Box 45811
Olympia, Washington 98504-5811

Telephone: (360) 664-6032
Fax: (360) 664-6184
E-Mail: andersr3@dshs.wa.gov

(When sending e-mail please state procurement number #0334-136 in the subject line.)

DSHS may disqualify your proposal if you communicate with any person other than the RFQ Coordinator, or the RFQ Coordinator's designee, regarding this RFQ. You should only rely on written statements issued by the RFQ Coordinator.

You may not use facsimile communication ("fax") to submit either:

- Your proposal (or any portion of your proposal); or
- Any protest.

You may send all other documents allowed under this RFQ by fax.

4.3 Contacting the RFQ Coordinator

You may contact the RFQ Coordinator by fax at any time if you have a question on your eligibility to bid, on the procedural requirements for this RFQ, or on any instructions in the RFQ or in an exhibit.

Please communicate your question either by fax, e-mail, or by voice-mail.

All other questions should be submitted in writing as bidders' questions. These will be answered in writing as the DSHS Answers to Bidders' Questions. (See Section 4.4 below.)

4.4 Asking Questions about this RFQ

You must send any questions to the RFQ Coordinator, in writing, and no later than **November 12, 2003** with a clearly identifiable heading referencing RFQ No. 0334-136. DSHS will answer only questions received by this due date.

The RFQ Coordinator will send you a copy of all questions and DSHS's answers. The answers are an amendment to the RFQ.

4.5 Letter of Intent

If you intend to submit a proposal in response to this RFQ, fax or mail a letter of your intent to the RFQ Coordinator by **November 12, 2003**.

You must submit a Letter of Intent so that a Bidder Number can be assigned to you for submitting your proposal. You must use your assigned Bidder Number for those portions of your proposal, which must be "blind," i.e., which must not have identifying information. See Section 5.1.

5. How Do I Prepare My Proposal?

5.1 Format of Proposal

- Use standard 8.5" x 11" white paper.
- Use a font not less than 12 point.
- Print your name on the first page of your original proposal (and the first page only of all attachments, see 5.2.1) and print your assigned bidder number on all copies of your proposal (see 5.2.2).

5.2 Content of Proposal

5.2.1 Submit one (1) packet of the following information, separating all sections by tabs or dividers. The Letter of Submittal, Bidder Information Form, Background Inquiry Application, and the Statement of Confidentiality should all identify you by name.

You do not have to use your assigned bidder number for these documents. You only have to specify what your assigned bidder number is, (this is to double-check the correctness of the bidder number you use for the rest of your proposal.)

- **Letter of Submittal**, which shall contain:
 - ♦ Your name and assigned bidder number;
 - ♦ A detailed list of all materials and enclosures included in your proposal;
 - ♦ A list of all RFQ amendments you received, listed in order by amendment date; if you received no RFQ amendments, include a statement you received none;
- **Bidder Information Form**, Exhibit C, completed and signed, including any attachments required.
- **Developmental Disabilities Provider Background Authorization**, Exhibit D, completed and signed.
- **Division of Developmental Disabilities Nondisclosure of Confidential Information**, Exhibit E, completed and signed.
- **List of three (3) References**, include the name, address and phone and fax number for each reference listed.
- **Your original response to Exhibit B**, see Section 5.2.2 below.

Print your name, title and number of this RFQ clearly on the cover.

5.2.2 Submit one (1) original as described in 5.2.1, and then five (5) additional separate copies of the following, using only your bidder number as an identifier on each:

- **Your response to the Qualification** Section (see Exhibit B)

Respond to each question in the Qualifications Section in the same order in which they appear and use the same headings and numbering.

Follow the instructions in the Qualifications Section, attached as Exhibit B, and specifically the instructions concerning use of assigned bidder number only, and **not your name**.

Identify each copy of your proposal by including Proposal for RFQ No. 0334-136 and your assigned bidder number on the front cover of your proposal (and each copy). Do not use your name.

5.3 How to Identify Proprietary Information

Include a statement on the title page of your proposal identifying each page of your proposal, which contains any proprietary information. You must also print the word "PROPRIETARY" on the lower right hand corner of each page, which contains any proprietary information. You may not mark your entire proposal as proprietary.

If DSHS receives a request to view or copy your proposal, DSHS will respond according to applicable law and DSHS policy governing public disclosure. DSHS will not disclose any information marked "Proprietary" in your proposal without giving you ten (10) days notice to seek a court order preventing disclosure.

5.4 Proposal Checklist

A Proposal Checklist is included as Exhibit G to assist you in preparing your proposal. This checklist is intended only as an aid and should not be included with the proposal.

6. How Do I Submit My Proposal?

You must submit all information required by Section 5 above to the RFQ Coordinator no later than the close of business on **December 2, 2003**. You may submit your proposal either by mail or by hand delivery. Use the mailing address or hand delivery address provided at the beginning of this RFQ on page ii.

You should allow for sufficient mail or delivery time for your proposal to arrive at Central Contract Services by the due date. You assume all risk for the method of delivery and for any delay in the mailing or delivery of your proposal.

DSHS may disqualify your proposal and withdraw it from consideration if the proposal is received after the deadline. DSHS will not accept any proposal submitted by fax.

6.1 Mailing of Proposal

If you mail your proposal, the mailing address is:

Department of Social and Health Services
Central Contract Services
Attention: Sheila R. Anderson, RFQ Coordinator
PO Box 45811
Olympia, Washington 98504-5811

Note: This is the only address the U.S. Post Office will use to deliver your proposal. The Post Office will not deliver your proposal to the physical delivery address listed immediately below.

6.2 Hand Delivery of Proposal

If you hand deliver your proposal, either yourself or by a delivery service, the delivery address is:

Department of Social and Health Services
Central Contract Services
Attention: Sheila R. Anderson, RFQ Coordinator
Blake Office Park
4500 10th Avenue SE, 2nd Floor
Lacey, Washington 98503

Note: *The U.S. Post Office will not deliver your proposal to this state government address. The Post Office will either return your proposal to you or forward it to the 98504 zip code for Consolidated Mail Services for all state government offices in the Olympia-Lacey-Tumwater area.*

Be certain to use the above street address for delivery of your proposal, if you use a delivery service, and not the post office box address.

7. How Will DSHS Evaluate and Score My Proposal?

7.1 In General

Proposals will be administratively screened after they are received. Responsive proposals will be evaluated and scored by evaluators previously selected. Unless otherwise warranted, proposals will be evaluated and scored individually by evaluators. Each proposal will receive a proposal score.

Oral presentations may also be required, if considered necessary or advisable by DSHS to select the winning proposal. If oral presentations are held, evaluators will evaluate and score the oral presentations of bidders selected as finalists.

7.2 Initial Screening

The RFQ Coordinator will screen all proposals to verify compliance with RFQ instructions and requirements. The RFQ Coordinator will withdraw any nonresponsive proposals from further consideration.

7.3 Evaluation of Proposals

DSHS will select evaluators based on their qualifications, experience, and backgrounds relevant to this RFQ. The evaluators will review each proposal and score only the information provided, in accordance with RFQ requirements and evaluation criteria. The evaluation of the proposal consists of your written responses to Qualifications Section (Exhibit B).

7.4 Evaluation of Oral Presentations

DSHS may, after evaluating the written proposals, schedule oral presentations of bidders selected as finalists. The RFQ Coordinator will notify finalists of the date, time, and place of the oral presentations.

DSHS will select evaluators for the oral presentations, based on their qualifications, experience, and backgrounds relevant to this RFQ. These evaluators may include evaluators who reviewed the written proposals or DSHS staff who will work with the successful bidder(s). Evaluators will score the oral presentations in accordance with RFQ requirements and evaluation criteria.

7.5 Evaluation of References

References may be contacted for the top scoring proposals only.

7.6 Evaluation Criteria

Evaluators will apply the following criteria in evaluating and scoring your proposal:

- Understanding of project / contract needs and requirements;
- Your relevant qualifications and experience; and
- Your ability and capability to provide the services described in the RFQ.

7.7 Scoring of Proposals

Evaluators will score all responsive proposals and award points up to the maximum points available in the Qualifications Section (Exhibit B) as follows:

- Experience, education and training in working with people with developmental disabilities, **maximum points 30.**
- Describe your program evaluation experience, **maximum points 20.**
- Describe your experience in monitoring contractual and/or fiscal accountability, **maximum points 20.**
- Describe your experience in interviewing, **maximum points 15.**
- Describe your experience in presenting information to others, **maximum points 15.**

Total points for Qualifications, Exhibit B. 100 points possible

Reference (if checked): No points possible

Oral Presentations (if held) 20 points possible

7.7.1 Proposal Score

Your final proposal score is the average points awarded for your written responses to the Qualifications section (Exhibit B), plus the average points awarded from your oral presentation, if conducted.

7.7.2 Equivalent Scores

If the point difference between any bidders proposal score and that of the Apparently Successful Bidder(s) is three percent (3%), or less, of the total points available under this RFQ, then DSHS will consider the proposal scores of such bidders as equivalent scores.

DSHS will then select as the Apparently Successful Bidder, from the bidders with equivalent scores, the one whose proposal is in DSHS's best interests. DSHS Management shall determine DSHS's best interests for the purpose of this RFQ. The RFQ Coordinator will notify all bidders in writing who have received final proposal scores that are considered equivalent scores.

8. How Will I Know When DSHS Has Made a Selection?

DSHS will notify the Apparently Successful Bidder(s) on or about **December 12, 2003**, by a letter of notification via mail, e-mail, and/or fax.

DSHS will notify the Unsuccessful Bidder(s) on or about **December 12, 2003**, by a letter of notification via mail, e-mail, and/or fax.

9. How Can I Get Feedback on My Proposal?

If DSHS does not select your proposal, you may request a debriefing conference. You must submit your request to the RFQ Coordinator by mail or by fax, by the date indicated in the letter of notification.

The debriefing conference must be held by the date given in the letter of notification. The debriefing conference may be conducted either in person or by telephone and will be scheduled for a maximum of one hour.

Discussion at the debriefing conference will be limited to the following:

- Evaluation and scoring of your proposal;
- Critique of your proposal; and
- Review of your final score in comparison with other bidders' final scores without identifying the bidders.

10. How Do I Protest the Results?

The protest procedure outlined in this section is available only to those who have submitted a proposal in response to this RFQ. It is the sole administrative remedy available within DSHS under this RFQ. In order to submit a protest under this RFQ, you must have requested and participated in a debriefing conference.

10.1 Grounds for a Protest

You may only submit a protest on one or more of the following grounds:

- Failure by DSHS to follow the procedures set forth in this RFQ, or to follow applicable state or federal laws or regulations;
- Bias, discrimination, or conflict of interest on the part of an evaluator for DSHS; and/or
- Arithmetic errors made by DSHS in computing the score.

10.2 Contents of the Protest

You must state all facts and arguments on which you rely for your protest, and the ground(s) for your protest. You must include in your protest:

- The ground(s) of your protest;
- A detailed and complete statement of the specific action by DSHS that you are protesting; and
- A description of what relief or corrective action you request.

You may attach to your protest any documentation, which you offer to support your protest.

10.3 Submitting a Protest

Your protest must be in writing and must be signed. You must mail or hand deliver your protest to the RFQ Coordinator. DSHS must receive your protest not later than two (2) business days following your debriefing conference.

Mail or hand deliver your protest using the same mailing or delivery address provided in this RFQ for submitting your proposal. (See page ii of this RFQ.)

10.4 DSHS Review of Your Protest

The RFQ Coordinator will forward your protest to the DSHS Dispute and Protest Coordinator with copies of the following: this RFQ and any amendments, your proposal, the evaluators' scoring sheets, and any other documents showing how your proposal was evaluated and scored.

DSHS will follow these procedures in reviewing your protest:

- The DSHS Dispute and Protest Coordinator will conduct an objective review of your protest, based on the contents of your written protest and the above materials provided by the RFQ Coordinator.
- The DSHS Dispute and Protest Coordinator will send you a written decision within five (5) business days after DSHS receives your protest, unless more time is required to review the protest and make a determination. The DSHS Dispute and Protest Coordinator will notify you if additional time is necessary.

10.5 DSHS Determination of Your Protest

DSHS will make a final determination of your protest and will either:

- a) Find that your protest lacks merit and uphold DSHS's actions; or
- b) Find that any errors in the procurement process or in DSHS's conduct did not influence the outcome of the procurement, and

uphold DSHS's actions; or

- c) Find merit in the protest and provide options for corrective action by DSHS which may include:
 - That DSHS correct any errors and re-evaluate all proposals affected by its determination of the protest;
 - That DSHS reissue the procurement document; or
 - That DSHS make other findings and take such other action as may be appropriate.

11. How Will the Successful Bidder Contract with DSHS?

If you are an Apparently Successful Bidder, you will be expected to sign a contract with DSHS and any subsequent amendments that may be required to address specific work or services as needed.

If you fail or refuse to sign the contract or any subsequent amendment within ten (10) business days of delivery to you, DSHS may cancel your selection as an Apparently Successful Bidder and may award the contract or amendment to the bidder ranked next in order, based on the final proposal scores for all bidders.

The contract will contain Terms and Conditions similar to those of the sample contract attached as Exhibit F.

DSHS reserves the right to negotiate the specific wording of the Statement of Work, based on the requirements of this RFQ and the terms of your proposal.

12. General Information

12.1 RFQ Amendments

DSHS may, at any time before execution of a contract, amend all or any portion of this RFQ. DSHS will mail any RFQ amendments to you. If there is any conflict between amendments or between an amendment and the RFQ, whichever document was issued last in time shall be controlling.

12.2 Retraction of This RFQ

DSHS and the State of Washington are not obligated to contract for the services specified in this RFQ. DSHS reserves the right to retract this RFQ in whole, or in part, and at any time without penalty.

12.3 Rejection of All Proposals

DSHS may decide not to award any contract(s) under this RFQ by rejecting any and all proposals, at any time.

12.4 Nonresponsive Proposals

DSHS may reject your proposal as nonresponsive and return it to you for any of the following reasons:

- Incomplete proposal;
- Submission of alternative proposals;
- Failure to comply with any part of this RFQ; or
- Submission of incorrect, misleading, or false information.

12.5 Minor Irregularities

DSHS may waive minor irregularities related to any proposal.

12.6 Cost of Proposal Preparation

DSHS will not reimburse you for the costs associated with preparing and/or presenting any proposal for this RFQ.

12.7 Failure to Comply

If you fail to comply with any portion of this RFQ or any RFQ exhibit, including instructions, DSHS may reject or withdraw your proposal at any time as nonresponsive.

12.8 Joint Proposals

If you submitted a joint proposal, with one or more other bidders, and your proposal is designated as the apparently successful proposal, DSHS may designate you or one of the other bidders as the prime bidder and as the Apparently Successful Bidder. The prime bidder will be DSHS's sole point of contact, will sign the contract and any amendments, and will bear sole responsibility for performance under the contract.

13. Definitions

The following terms, which appear in this RFQ, are defined for the purposes of this RFQ:

- Apparently Successful Bidder - A bidder selected as having submitted a successful proposal, based on the bidder's final proposal score. The bidder is considered an "apparently" successful bidder until a contract is finalized and executed.
- Bidder - An individual, organization, public or private agency, or other entity submitting a proposal in response to this RFQ.

- Issue - To mail or otherwise release this RFQ as a public document, to interested parties who have requested it.
- Proposal - All material prepared and assembled by a bidder, and which the bidder submits in response to this RFQ.
- Protest - An objection by the bidder, in writing, protesting the selection of another bidder as an apparently successful bidder, and which complies with all requirements of this RFQ.
- RCW - Revised Code of Washington. (All references to RCW chapters or sections shall include any successor, amended, or replacement statute.)
- Related "resource materials" – Refers to videos, papers or other written or visual material which assists one to learn a topic during the course of a training event or in a self-administered learning situation.
- RFQ - "Request for Qualifications;" i.e., this procurement document.
- RFQ Coordinator - The person named in this RFQ as the RFQ Coordinator, or the RFQ Coordinator's designee within Central Contract Services. The sole point of contact within DSHS regarding this RFQ for potential bidders and other interested parties.
- Statement of Work - A statement of the work or services which the contractor is to perform under any contract awarded, and which is usually in the form of an exhibit attached to the contract.
- Submit - To deliver to the DSHS RFQ Coordinator any of several documents described in this RFQ and in the manner specified in this RFQ.
- Technical Assistance – Refers to situations in which an individual or an entity receives consultation, problem-solving assistance, and/or staff training in a particular topic area. The assistance is individualized to the needs of the person or the particular organization.
- WAC - Washington Administrative Code. (All references to WAC chapters or sections shall include any successor, amended, or replacement regulation.)
- You - The person, agency, or organization requesting (or reading) a copy of this RFQ or submitting a proposal in response to this RFQ.

14. Exhibits

You should be certain that you have all RFQ exhibits, which are part of this RFQ. Exhibits include:

- A.** Residential Service Guidelines
- B.** Qualifications
- C.** Bidder Information Form
- D.** Background Inquiry Application
- E.** Statement of Confidentiality
- F.** Sample Contract
- G.** Proposal Checklist
- H.** Location Map